

Understanding User Names & Roles

The Trading Partner Administrator (COTP user)

CANNOT

- 1. Be deleted by any user
- 2. Have more roles added to it
 - The State assigns the Trading Partner Admin role to the COTP ID only
- 3. Be used to do any daily work
 - Claims
 - Reports via FRS
 - Client Eligibility Verification
 - PAR Inquiry or Submission
 - Provider Information Updates

CAN

- 1. Use the COTP ID for administrator duties
- 2. Be re-assigned to a new person (via request to the State Security Administrator)
- 3. Create regular User Names
- 4. Assign regular users roles for work
- 5. Reset regular user passwords & un-suspend their accounts

QUICK. TPAs who also have regular User Names should log in and refresh the COTP password when prompted by the portal to refresh the password for their regular User Name.

Regular User Names

- 1. Can only be created by the TPA
 - Must be unique
 - Must be 6-16 characters (alphanumeric)
- 2. Can be used for the daily work
 - Claims
 - Reports via FRS
 - Client Eligibility Verification
 - PAR Inquiry or Submission
 - Provider Information Updates
- 3. <u>May</u> reset the password of other regular users
 - The TPA must assign the Restricted Admin role for the user to be able to do this

USER ROLES BREAKDOWN

Trading Partner Admin

Can only be assigned by the State, and is for the TPA ID only. With this role, the TPA can create new User Names, assign Roles, reset Passwords, and Unsuspend accounts.

Restricted Admin

Can be assigned to any regular user, and allows the user to reset Passwords and Unsuspend accounts <u>for regular users only</u>. This Role cannot reset the TPA ID.

Claims User

Allows the regular user to access functions for claims – lookup, submission, and status inquiry.

Eligibility Inquiry User

Allows the regular user to access single and batch functions for client eligibility verification.

FRS User

Allows the regular user to search, view, and download reports from the File and Report Service (FRS) system.

PARS User

Provides the regular user with access to functions for Prior Authorization Requests (PARs) — lookup, submission, and inquiry.

Provider (MMIS)

Allows the user to access the Medicaid Management Information System (MMIS) Provider Inquiry/Update feature. It should only be assigned to users who should be able to update the provider's information in the MMIS.